

CIT Customer Service Report for the Telecommunications Branch



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	0	0	0	1	0	0	0	0	0	1	0
Circuits	0	0	0	22	0	0	1	0	0	21	1
Conferencing	7	0	0	5	0	0	0	3	0	9	6
DELPRO	8	0	0	192	0	0	131	5	0	64	0
General Info	44	0	0	3	2	0	6	16	0	23	5
New Request/Termination	31	0	0	6	0	0	9	1	0	27	3
On-Call Schedule	1	0	0	0	0	0	0	1	0	0	5
Phones/Accessories	27	0	0	18	0	0	12	11	0	22	3
Repair	12	0	0	1	0	0	5	0	0	8	4
Repairs	67	0	0	448	0	0	8	53	0	454	1
Training	18	0	0	0	1	0	1	12	0	4	5
TSR	44	0	0	508	0	0	187	43	0	322	0
User Change	4	0	0	0	0	0	1	0	0	3	5
Voice Mail	26	0	0	1	0	0	0	25	0	2	6
Grand Total:	289	0	0	1205	3	0	361	170	0	960	1

Total Tickets Closed: 1130

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AM

Total Tickets Assigned/Pending/Checked Out: 364

Total Tickets Created: 1494